

EXCEPTION REQUEST PROCESS

To ensure consistency and adherence to both state and federal legislation, it is important that all processing for new hire enrollments, adding or dropping dependents due to a qualifying event, and terminations are completed in a timely manner. For more information, visit the [Enrollment Information page](#).

The exception request process allows a member to submit an exception request, through her/his agency insurance coordinator, to make changes that are outside of the Kentucky Employees' Health Plan (KEHP) rules and regulations due to:

- an administrative change to correct a member's health coverage that is not the fault of the member. For example, the member was provided with incorrect information by the employer and did not enroll within the required time period or an error was made in processing the enrollment.
- a member wishes to request an exception to an established rule due to extenuating circumstance. For example, the member missed the enrollment period because he/she was out of the country.
- a member is ineligible for coverage.

The exception request process is not intended for arbitrary requests and will be reviewed on a case-by-case basis. The KEHP will take into consideration the reason for the request, if the request is submitted within a reasonable amount of time, and whether or not granting an approval conflicts with state and federal laws.

How to Submit an Exception Request

An [exception request form](#) and [enrollment application](#) are required to process your request. Completed forms should be given to the agency insurance coordinator. The agency insurance coordinator will then complete her/his contact information and fax to Member Services at 502-564-5278.

Only completed forms will be processed. Forms missing required information will be automatically denied.